GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:43
ANSWERED ON:01.12.2004
DOLPHIN SERVICE OF MTNL
Nishad Shri Mahendra Prasad

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether despite decline in the quality of services of Mobile and Telephone companies of Public and Private sector in recent years, there has been continuous increase in number of consumers;

(b) whether the dolphin service of MTNL, Delhi is known for its poor service in the country;

(c) if so, whether the performance of the service parameter implementing authority-Telecom Regulatory Authority of India is also sloppy; and

(d) if so, the facts thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR.SHAKEEL AHMAD)

(a) The performance monitoring reports continue to show increase in number of consumers availing mobile services offered by Public & Private Sector Companies.

(b) The performance of Dolphin MTNL evaluated by TRAI on the basis of performance report of quarter ending September 2004 reveals that it is meeting most of the laid down benchmarks except that of call success rate (CSR). CSR for MTNL Delhi during this period was 98.45% against the benchmark of more than 9%.

(c) & (d) After reviewing the quarterly performance report and subjective survey report, TRAI interact with the service providers to find the reasons for deficiency in critical parameters like Network congestion, Call Success rate, Billing problems etc. The operators showing the shortfall in these parameters are asked by TRAI to submit their action plan to improve the performance.